



Statement of Work For General Materials or Services

Title: Performance Oversight Facilitation Training

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1 INTRODUCTION / BACKGROUND



The Department of Energy, Richland Operations Office, (DOE-RL) manages the Hanford Site working toward protecting the workers, public, and environment by further reducing risk, as well as providing the necessary infrastructure for continued safe and effective cleanup operations, access and use. This is accomplished by work performed by contractors and subcontractors, to ensure the safety of Hanford cleanup.

As a Prime Contractor to the U.S. Department of Energy, Hanford Mission Integration Solutions (HMIS) is responsible for providing direct support to the DOE-RL and its contractors with cost effective infrastructure and site services integral and necessary to accomplish the Hanford Site environmental cleanup mission.

HMIS Operating Excellence (OE) Organization is responsible for the facilitation of Lean Six Sigma methodologies that foster continuous improvement of processes, programs, initiatives at the Hanford Site.

1.1 OBJECTIVE

The objective of the scope described in this contract is to continue the culture of continuous improvement on the Hanford Site. The HMIS Performance Oversight OE Organization requires the services of an experienced subcontractor to provide in person facilitation training at the HAMMER training site.

1.2 DESCRIPTION OF WORK – GENERAL

The subcontractor shall provide technically qualified resources that work as a part of a team under the direct oversight of HMIS. Subcontractor resources shall be responsible for independently planning, organizing, and performing a wide variety of non-hazardous specialized administrative/technical duties in support of the successful completion of goals and deliverables. Additionally, the subcontractor shall furnish all necessary labor, technical and professional services, supervision, materials, tools, equipment, consumables, and payment of any applicable taxes to perform all operations necessary and required to perform the scope as directed by HMIS

Unless otherwise approved, the subcontractor shall work in accordance with HMIS subcontract requirements, operating policies and procedures and shall be responsible for execution of the work in accordance with the quality standards and requirements specified for assigned project and facility.

1.3 DESCRIPTION OF WORK – SPECIFIC

The work products and services to be provided, including any specific HMIS standards and requirements, required for the successful completion of this work activity includes:

- In person facilitation training for up to 16 Hanford Site employees which will include HMIS and other Hanford Site contractors chosen by the HMIS OE program manager.
- Training should include hands on training
- Training should include the training and methodology for effective facilitation processes and techniques.
- Training should include clear objectives which include but are not limited to:
 - Defining the role of the facilitator
 - Identify the key facilitation principles
 - Facilitation best practices
 - Provide in session feedback
- Training should include a follow up/check in on progress made

2 DELIVERABLES/SUBMITTALS



2.1 Deliverables

Will deliverables be required to be furnished by the Subcontractor: Yes.

If deliverables are required, the specific deliverables, dates for completion, reviews, etc., are as follows:

Within 10 working days of the completion of the facilitation course, a completion certificate, class description letter, and the total number of classroom hours that may be used in the future for continuing education credits, shall be provided for each employee.

3 PLACE OF PERFORMANCE

Will work be performed on the Hanford site: Yes- For any work performed on the Hanford Site or any HMIS controlled facility, the provisions of the On-Site Services shall apply to the subcontract personnel.

3.1 Onsite Work Location/Potential Access Requirements

The primary work location under this subcontract shall be the HAMMER training facility. No access requirements are necessary.

3.2 Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 a.m. and 4:30 p.m. with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

3.3 Badging

Badging is not required for this SOW.

Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

4 REQUIREMENTS

The requirements listed below are to identify specific standards the subcontractor and subcontractor personnel will be obligated to work to in support of this statement of work.

4.1 Engineering Requirements

Engineering requirements applicable: No

4.2 Environmental, Safety, and Health Requirements

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations, and directives.

The subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes.

Unique or specific requirements: **No**

5 ACCEPTANCE CRITERIA

There are no specific acceptance criteria requirements applicable for this SOW.

6 CONFIGURATION MANAGEMENT

6.1 Configuration Management Requirements

There are no specific Configuration Management requirements applicable to this SOW.

6.2 Applicable Standards

There are no specific applicable standards identified for this SOW.

6.3 Verification/Hold Points

Not Applicable.

7 QUALIFICATIONS

The Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements to perform the work as specified in this SOW. The subcontractor is expected to provide appropriately trained and qualified staff to perform the type of work associate with their work at the Hanford site. Additionally, the subcontractor shall perform work in accordance with the specifications, exhibits, and other documents, which made by reference, are a part of the SOW.

To determine the subcontractor qualified to perform the scope of work as outlined, the subcontractor must have the following preferred qualifications:

- Certified Professional Facilitator (CPF) and or Certified Master Facilitator (CMF).
- Previous facilitation training conducted for Federal Government agencies or agencies contracted with the Federal Government.
- Facilitation training accredited by the International Institute for Facilitation.
- Industry referral rate of +90%

In addition to the above, the Subcontractor shall provide qualified personnel throughout the period of performance of the Subcontract. Subcontractor shall be responsible for ensuring its personnel meet and/or maintain current and valid training requirements, certifications and are fully capable to complete the duties described through the entirety of the Subcontract period of performance.

8 SPECIAL REQUIREMENTS

8.1 Training

The following types of training are required: All Subcontractor personnel shall complete HMIS General Employee Training (HGET) (4-hour average per individual). HGET/HMISGET is mandatory for work on Hanford Site (except for visitor badged personnel) and facility-specific training may be required.

The subcontractor shall maintain training records for their personnel and ensure all required training is completed prior to work.

8.2 Use of Government Vehicles

There is no anticipated need for any Subcontractor employees to use a Government-furnished vehicle in the performance of this statement of work. The Subcontractor's employees, therefore, are specifically prohibited from driving any Government-furnished vehicles under the performance of this statement of work unless this statement of work is formally so modified by the parties and the employee(s) will present a valid driver's license to the BTR for review.

8.3 Government Property

Government Property is not anticipated to be furnished to or acquired by Subcontractor under this SOW.

8.4 Hanford System Access Requirements

Hanford System access is not anticipated to be required for this training.

For those systems which the Subcontractor shall be responsible for (hereby Subcontractor Operated System), The Subcontractor shall be responsible for the operation, management, maintenance, and access authorization for these systems.

8.5 Electrical Components

Not Applicable.

8.6 Section 508 of Rehabilitation Act Applicability

Section 508 of the Rehabilitation Act requires federal agencies to develop, procure, maintain, and use information and communications technology (ICT) that is accessible to people with disabilities - regardless of whether or not they work for the federal government. Section 508 requires federal agencies to make their ICT such as technology, online training, and websites accessible for everyone. This means that personnel with disabilities are able to do their work on the accessible computers, phones and equipment in their offices, take online training or access internal website to locate needed information.

Additional information regarding the applicability of this section can be found via the link below:

<https://www.epa.gov/accessibility/what-section-508>.

9 ACCESS AUTHORIZATION/CLEARANCE REQUIREMENTS

The scope of work **will not** require access authorization (security clearance).

A security clearance is required for all Subcontractors who will have: (1) access to classified matter, (2) access Special Nuclear Material (SNM), and/or (3) require frequent, unescorted access to secured areas.

A facility clearance must be in place at Hanford for the individuals' employer (facility), before a security clearance may be granted Facility Clearance (FCL). Approval will be required for a facility to be eligible to (1) access, handle, or possess classified information, (2) SNM, or other hazardous material presenting a potential sabotage threat, or (3) responsibilities for safeguarding \$5M plus of government property. If any of these criteria apply to the SOW, the Contract Specialist needs to be notified immediately, in order to process clearance paperwork. The work cannot begin until an FCL is in place. A new FCL is required for each subcontract meeting the criteria.

A subcontractor that will not possess classified information or matter, or SNM at the subcontractor's place of business and will only access such security activities at other cleared facilities must be cleared as a "non-possessing facility."

10 MEETINGS

10.1 Meetings

After subcontract award, the subcontractor shall participate in a Project Kickoff Meeting, which may be a conference call, an internet meeting, or a meeting to be held at HMIS Site. The time, date, and agenda for the meeting will be provided to the subcontractor by HMIS.

The subcontractor shall interface with various HMIS (and other) organizations through HMIS's Contract Specialist (or designated BTR for in-scope work), as required, or at points and frequency determined by the Contract Specialist. The person or persons designated by the subcontractor to attend all meetings shall have all required authority to make decisions and commit subcontractor to technical decisions made during meetings.

HMIS will issue meeting notices and prepare an agenda and minutes for each meeting addressed in this Section. When applicable, minutes will identify action items, assigned actionees, and due dates.

11 INTERFACE/NOTIFICATIONS

- A. A BTR will be designated for the subcontract/ subcontract release.
- B. Designation of BTR

The BTR is responsible for monitoring and providing technical guidance for this subcontract and should be contacted regarding questions or problems of a technical nature. The BTR is also responsible for appropriate surveillance of the subcontractor's representative while on site. In no event, however, will an understanding or agreement, modification, change order, or any deviation from the terms of this subcontract be effective or binding upon HMIS unless formalized by proper subcontract documents executed by the Contract Specialist prior to completion of this subcontract. On all matters that pertain to the subcontract terms, the subcontractor shall contact the Contract Specialist specified within this subcontract. When in the opinion of the subcontractor, the BTR requests or directs efforts outside the existing scope of the subcontract; the subcontractor shall promptly notify the Contract Specialist in writing. The BTR does not possess any explicit, apparent or implied authority to modify the subcontract. No action should be taken until the Contract Specialist makes a determination and/or modifies the contract.



- C. The work will be inspected daily/periodically by the BTR.
- D. The subcontractor shall immediately notify the field Contract Release BTR (who will contact HMIS Safety) of any injuries or incidents; to include damage to subcontractor-owned property or equipment. The subcontractor will follow this up within 24 hours with a written explanation to the Contract Specialist of the occurrence.
- E. In the event that there is an abnormal or unusual situation associated with this contract work scope, the subcontractor is to immediately contact the BTR. If, after several attempts, the subcontractor is unable to contact either the BTR or the Contract Specialist, the Contractor is to contact HMIS Occurrence Notification Center at (509) 376-2900, which is available 24 hours a day, seven days a week, and provide them with: Contract Number, Contract Specialist's name, BTR's name and a short summary of the abnormal or unusual situation. If after making contact with HMIS, the subcontractor is advised to suspend activities, the subcontractor is not to proceed until such direction to proceed has been expressly issued by the Contract Specialist. If there is an emergency situation, the subcontractor is to make the appropriate immediate emergency call to 911 or 373-0911 for cell phones and then make the notifications to HMIS as set forth herein.
- F. Prior to work in the field, subcontractor shall ensure each employee has been cleared by HMIS and verify all training is complete in accordance with this statement of work.